



STATE OF WASHINGTON

DEPARTMENT OF EARLY LEARNING

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April 30, 2008

Dear Child Care Provider:

The Department of Early Learning (DEL) will be making significant changes to the Licensed Child Care Information System (LCCIS) in the very near future. We have heard suggestions from numerous community members and stakeholders about improving the LCCIS Web site to better serve Washington parents and better represent the general experiences of the provider community at large. DEL is currently working on a three-part action plan to improve LCCIS:

- **Revising the definitions/examples used on the LCCIS Web site:** On March 15, DEL hosted a statewide provider forum to review the valid licensing complaint examples posted on the LCCIS Web site. The turnout and level of participation at this event was tremendous. Over 140 attendees representing family child care and child care center providers, Service Employees International Union (SEIU) members, parents, and DEL staff from across the state took part in this interactive event. DEL is currently analyzing all of the feedback we received from this forum and developing recommendations for our Director regarding the examples that will be posted on the Web site.
- **Posting compliance agreements:** Part of the overall feedback from the March 15 forum was the suggestion that actual, individual compliance agreements be posted on the LCCIS Web site. DEL is currently gathering all compliance agreements that are a result of licensing complaints. This means that when a complaint on a licensed family child care home or child care center is found to be valid (proven), the corrective action plan will be available for the public to view. Given time and resource limitations, DEL is currently able to post compliance agreements dated July 1, 2006 and forward to the website. DEL will continue to list examples for valid violations from July 24, 2005 – July 1, 2006 in order to fulfill the requirement in RCW 43.215.525.

The compliance agreement project will be taking place in at least three phases.

- The Southwest Service Area will be the first to have compliance agreements posted to the website. We expect this to be posted by April 15, 2008.
- The Eastern Service Area will be the next service area to have compliance agreements posted. We expect this to be posted by May 15, 2008.
- The Northwest Service Area will be the last to have compliance agreements posted. We expect this to be posted by June 15, 2008.

April 30, 2008

- **New Web site design:** In April, DEL will launch its new agency Web site. The new design will provide easier navigation for parents and providers, will have a much friendlier look and feel to it, and will streamline the process for accessing information from LCCIS. Examples of valid complaints that are associated with complaint categories **will** be separated from individual licensed providers. For example, when an individual clicks on a provider name, s/he must purposefully choose to see definitions and examples associated with the complaint categories. That is, complaint examples will no longer automatically pop up on the screen when a provider's name is selected.

Please look for these exciting changes to the LCCIS Web site **after** April 15, 2008. As part of the new design, a provider comment section will be provided. If you find any of the information provided on the site is **not** accurate, a link will be provided where individuals may submit necessary corrections to DEL. We also encourage you to contact your licensor if any specific issues or concerns are created by any of the changes made to LCCIS.

We at DEL thank you for sharing your voice and participating as we work to ensure LCCIS is a useful site for all users. As we continue to make improvements to the system, we welcome your comments and feedback. A current list of DEL licensing supervisors and licensors is enclosed for your reference.

If you would like this notice sent to you in a language other than English or Spanish, please feel free to contact Kathy Hotop at our office 1-360-725-4671. Also, if you or someone you know would like to volunteer with the Department of Early Learning to translate licensing materials into other languages, please contact our central number at 1-360-725-4665.

Sincerely,



Amie Lapp Payne, Ph.D.
Deputy Director

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Enclosure